

Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2023120010, December 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE (167 platform)**
Model Year 2021-2022

Check the 12V Ground Connection Bolt Torque

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2022 GLE (167 platform) vehicles, a certain 12V ground connection might not meet current specifications. In this case, the connection might loosen over time and the electrical resistance of the connection might increase. Due to the high electrical currents that flow through this connection, the temperature on this connection could increase. This might increase the risk of a fire. An authorized Mercedes-Benz dealer will check the 12V ground connection bolt torque and rework it, if necessary.

Prior to performing this Campaign:

- **VMI must be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 164 vehicles are affected.

Order No. P-RC-2023120010

Recall Campaign Bulletin

Check the 12V Ground Connection Bolt Torque

Check/test Procedure 1:

1. Visually check ground point (W10, Figure 1) and ground line (1, Figure 1) under the driver's seat for damage.
 - i** For basic information, see AR54.10-P-0002ME.

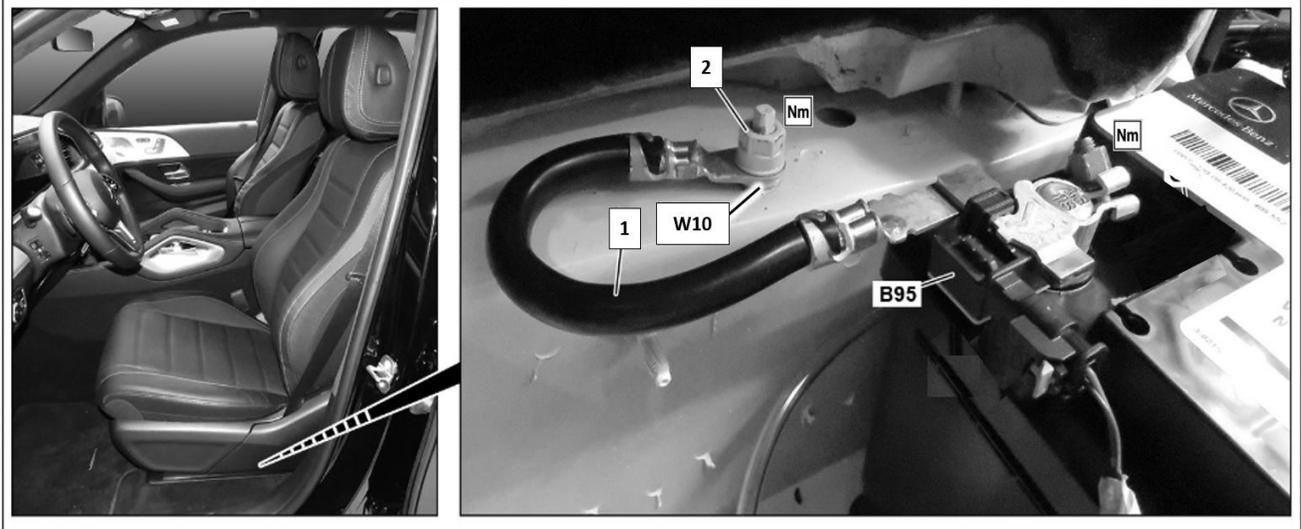


Figure 1

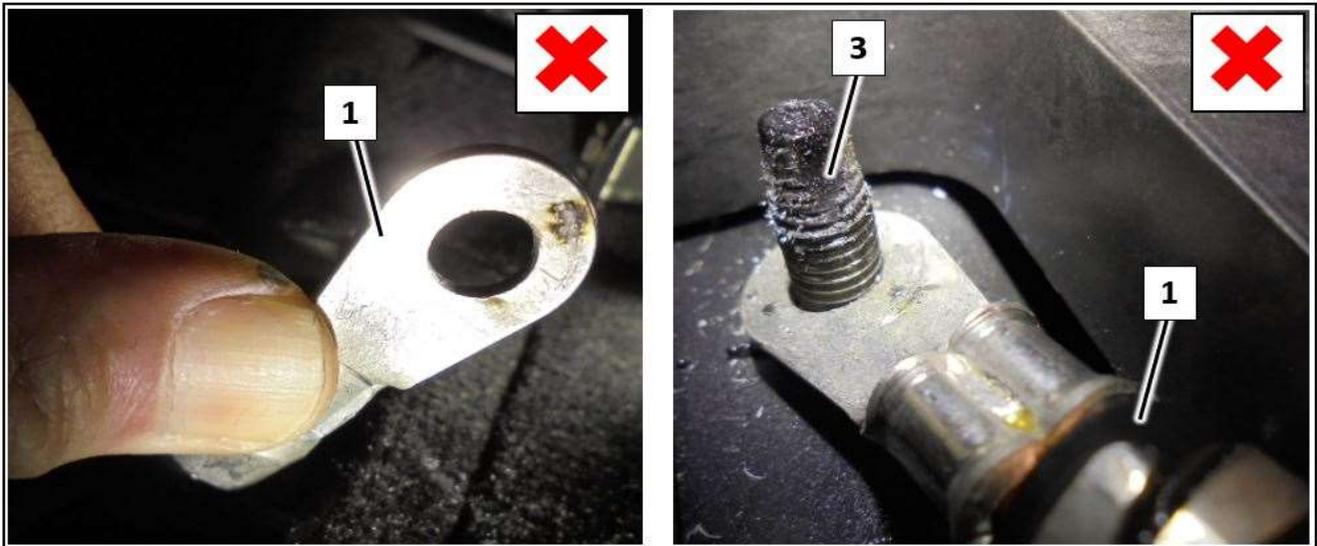
- a. If **no damage** is present:
Carry out Check/test Procedure 2.
- b. If **there is damage** to the ground line (1, Figure 1) or ground point (W10, Figure 1):
Carry out Work Procedure 2.

Check/test Procedure 2:

2. Check nut (2, Figure 1) for correct tightening torque.
 - i** For basic information, see AR54.10-P-0002ME.
 - a. If tightening torque of nut (2, Figure 1) is correct and no damage present:
End measure.
 - b. If tightening torque of nut (2, Figure 1) **is not correct**:
Carry out Check/test Procedure 3.

Check/test Procedure 3:

3. Remove nut (2, Figure 1) and ground point (W10, Figure 1) from body.
i For basic information, see AR54.10-P-0002ME.
4. Check threaded pin (3, Figure 2) and cable lug or ground line (1, Figure 2) for damage.

**Figure 2**

- a. If there is **no damage** at threaded pin (3, Figure 2) and cable lug or ground line (1, Figure 2):
Carry out Work Procedure 1.
- b. If **damage** is present at threaded pin (3, Figure 2) and cable lug or ground line (1, Figure 2):
Carry out Work Procedure 2.

Work Procedure**Work Procedure 1:**

5. Install existing ground line (1, Figure 1) including battery sensor (B95, Figure 1) with **new** nut (2, Figure 1) and **tighten** with prescribed tightening torque.
i For basic information, see AR54.10-P-0002ME.

Work Procedure 2:

6. **Clean** area around ground point (W10, Figure 1) and threaded pin.
i If necessary, recut threaded pin using a thread cutter.
7. **Replace** ground line (1, Figure 1) including battery sensor (B95, Figure 1) and nut (2, Figure 1).
i For basic information, see AR54.10-P-0002ME.
8. Perform commissioning of battery sensor (B95).
i For basic information, see AD00.00-P-2000-06ME.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	Ground line incl. on-board electrical system battery sensor	A 000 905 39 16
As required (1)	Hexagon Nut with Flange – Ground Connection	A002990685064

i Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

i **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
51 910 01	12-1960	Operations: Check battery sensor ground point on body Comprises: Tighten torque	0.3 h
	12-1961*	Operations: Replace battery sensor ground line (after check) Comprises: Clean repair area, commissioning of battery sensor (B95)	0.5 h
	12-1963*	Operations: Recut threaded pin (after check)	Time prescribed by foreperson

*Select operation items according to test result.

i **Note:** Always check Xentry Operation Time (XOT) for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.

i The following step applies to California dealers only.

Apply Proof of Correction Label (**A 000 584 54 13**) to area identified in **Figure 1**. Fill in the blank areas of the label. The campaign number for the California Proof of Correction is unique and must be entered as such (**231210**), your dealer code, and the date of the repair, using a black permanent marker.

i **Note:** Clean bonding surface prior to affixing label.



Figure 1

i The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) (Figure 2), after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction is unique and must be entered as such (231210).

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Sheet (CA Dealers Only)	A 000 584 42 14
1	Label (CA Dealers Only)	A 000 584 54 13

Warranty Information (California dealers please submit under a separate claim)

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1